



**PATRICK D. CROCKER**  
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February 29, 2012

Ms. Marlene H. Dortch, Commission Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

*Filed Electronically Via ECFS*

RE: Southwest Telephone Company  
Customer Proprietary Network Information Certification  
EB Docket No. 06-36

Dear Ms. Dortch:

Southwest Telephone Company, by its undersigned attorneys, hereby submits its 2011 CPNI Compliance Certificate and Accompanying Statement certifying compliance with Section 64.2001 *et seq.* of the Commission's rules.

Please contact the undersigned should you have any questions or concerns at (269) 381-8893 extension 226 or [patrick@crockerlawfirm.com](mailto:patrick@crockerlawfirm.com).

Very truly yours,

CROCKER & CROCKER

Patrick D. Crocker

PDC/tld

Enclosures

cc: Best Copy and Print, Inc. (via e-mail [FCC@BCPIWEB.COM](mailto:FCC@BCPIWEB.COM))

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 28<sup>TH</sup>, 2012

Name of Company Covered by this Certification: Southwest Telephone Company

Form 499 Filer ID: IN PROCESS

Name of Signatory: Shawn Sims

Title of Signatory: CEO

I am the CEO of Southwest Telephone Company and as such do hereby certify, affirm, depose, and say that I have authority to make this Customer Proprietary Network Information ("CPNI") Annual Certification of Compliance on behalf of Southwest Telephone Company. I have personal knowledge that Southwest Telephone Company has established adequate operating procedures to ensure compliance with the Commission's CPNI rules as set forth in 47 C.F.R. § 64.2001 et. seq.

Attached to this Certification is an Accompanying Statement explaining how the company's procedures ensure compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

Southwest Telephone Company received no customer complaints in the past year concerning the unauthorized release of CPNI. Further, Southwest Telephone Company has taken no action against data brokers for the unauthorized release of CPNI during calendar year 2011. Southwest Telephone Company will report any information it may obtain with respect to the processes pretexters are using to attempt to access CPNI and what steps Southwest Telephone Company is taking to protect CPNI.

This certification is dated this 28<sup>TH</sup> day of February, 2012.



Shawn Sims

CEO

Southwest Telephone Company

## **Customer Proprietary Network Information Certification Attachment A**

Southwest Telephone Company has established practices and procedures adequate to ensure compliance with Section 222 of the Communications Act of 1934, as amended, ("section 222") and the Federal Communications Commission's ("FCC") rules pertaining to customer proprietary network information ("CPNI") set forth in sections 64.2001 – 64.2011 of the Commission's rules. This attachment summarizes those practices and procedures, which have been updated so that they are adequate to ensure compliance with the Commission's CPNI rules.

Southwest Telephone Company provides private line telecommunications services over dedicated lines to large enterprise and carrier customers pursuant to ICB contracts. Southwest Telephone Company's customer contracts uniformly contain confidentiality agreements that address customers' private information. It is Southwest Telephone Company's policy not to disclose CPNI except as specifically set out in its contracts with its customers and where required by law.

### **Safeguarding against pretexting**

- Southwest Telephone Company takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI, including the authentication of customers prior to disclosing CPNI based on customer-initiated contacts. Southwest Telephone Company is committed to notify the FCC of any novel or new methods of pretexting it discovers and of any actions it takes against pretexters and data brokers.

### **Training and discipline**

- Southwest Telephone Company has an express disciplinary process in place for violation of the Southwest Telephone Company's CPNI practices and procedures. Southwest Telephone Company employees are required to review and abide by Southwest Telephone Company's Code of Conduct, which, prohibits all employees from using customer information other than for providing service to the customer or as required to be disclosed by law.

### **Southwest Telephone Company's use of CPNI**

- Southwest Telephone Company uses CPNI for the following purposes:
  - (1) To initiate, render, maintain, repair, bill and collect for services
  - (2) To protect its property rights; or to protect its subscribers or other carriers from fraudulent, abusive, or the unlawful use of, or subscription to, such services;
  - (3) For network maintenance; and
  - (4) As required by law.

- Southwest Telephone Company does not distribute CPNI to third parties for their sales or marketing purposes. Nor does Southwest Telephone Company share, sell, lease or otherwise provide CPNI to any of its affiliates, suppliers, vendors, or any other third party for the purpose of marketing any service.
- Southwest Telephone Company does not share, sell, lease or otherwise provide CPNI to any third party except pursuant to appropriate non-disclosure agreements. Southwest Telephone Company will not otherwise disclose CPNI to a third party except when required by a lawfully issued government subpoena.

#### **Additional safeguards**

- Southwest Telephone Company does not use CPNI for marketing purposes and therefore does not have records to maintain regarding marketing campaigns that use its customers' CPNI.
- Southwest Telephone Company has established a supervisory review process designed to ensure compliance with the FCC's CPNI rules.
- Southwest Telephone Company designates one or more officers, as an agent or agents of the Southwest Telephone Company, to sign and file a CPNI compliance certificate on an annual basis. The certificate conforms to the requirements set forth in FCC rule 64.2009(e).
- Southwest Telephone Company does not disclose CPNI over the phone and does not allow for online access to CPNI.
- In the event of a breach of CPNI, Southwest Telephone Company will comply with all applicable breach notification laws.